

E-01345A-08-0172



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80402

Date: 7/15/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Sean Last: Kirkwood

Account Name: Sean Kirkwood

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Phoenix

CBR:

State: AZ Zip: 85023

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* E-01345A-08-0172 \*\*\*\*\*

Customer sent the following e-mail -

APS has consistently told it's customers that they do everything they can to reduce rates, but they print their monthly bills in 4 colors, which is double the cost of black and white printing. When gas prices went up, APS raised their rates. When gas prices lowered, there was no corresponding decrease in rates. There is no need for us to constantly bear the burden of inefficient business.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 7/15/2009

Opinion No. 2009 - 80402

Arizona Corporation Commission

DOCKETED

JUL 16 2009

DOCKETED BY [Signature]

RECEIVED  
2009 JUL 16 A 11:12  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Martinez**Phone:** [REDACTED]**Fax:** (5) [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2009      80389**Date:** 7/15/2009**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:**

Evelyn

Corl

**Account Name:**

Evelyn Corl

**Home:** (000) 000-0000**Street:**

[REDACTED]

**Work:****City:**

Glendale

**CBR:****State:**

AZ

**Zip:** [REDACTED]**is:****Utility Company:**

Arizona Public Service Company

**Division:**

Electric

**Contact Name:**

For Assignment

**Contact Phone:** [REDACTED]**Nature of Complaint:**

July 10, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 West Washington  
Phoenix, AZ 85007

RE: Docket No. E-01345A-08-0172

To All Concerned:

Thank you for the notice of yet another "fee" increase and the invitation to attend the meeting. I can't do that, and I'm not too swift on the computer. This letter is the best I can do. The list of charges grows longer with ever increasing costs. I really wonder how many more title charges you can dream up, and just how many actually had anything to do with the energy I use.

In every billing, a list of energy savings is enclosed. I do what I can, and sometime it does lower my kWh, but what good is that when the next month brings an announcement of more charges? It's a losing battle. Next are candles and a washboard!

I know APS is not entirely responsible. Right now, I'd like to strangle Al Gore for his invention of Cap and Trade, and pull the power plug on Congress (pun intended). We all need to do our part in stopping this insane plot to rob the American people.

Still, it comes down to that bottom line for each of us, and every dollar counts. In the face of this Administration gone mad, job losses, equity devaluation, and hyperinflation, We the People have no hope of holding that line at status quo. We must sacrifice. So should any business. Sacrifice on all levels is required for the survival of this Nation. "Together we stand; divided we fall." Please resist the urge to inflict more pain upon the consumer

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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to "hold your line." You must sacrifice, too, or we all fail.

Note. You raised costs due to Katrina. That resolved. You raised costs due to the extreme oil increase last year. That cost dropped. Why didn't your rates? You contribute to inflation by taking such unfair advantage. SHAME ON YOU!

Respectfully,

Evelyn Corl

Glendale, AZ 8

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What's for dinner tonight? Find quick and easy dinner ideas for any occasion.

\*End of Complaint\*

**Utilities' Response:**

na

\*End of Response\*

**Investigator's Comments and Disposition:**

7/15-1 called customer @ 1:45 p.m. and acknowledge receipt of her correspondence. I told customer that her Opinion would be entered into our database for the record and would be docketed so that the Commissioners will have an opportunity to read her concerns prior to rendering their decisions. Customer was thankful that the ACC called her to let her know. FILE CLOSED.

\*\*\*\*\*  
I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Arizona Public Service Company - Docket No. E-01345A-08-0172..  
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\*End of Comments\*

**Date Completed: 7/15/2009**

**Opinion No. 2009 - 80389**

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